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ABSTRACT

The workbook has been designed to provide reference materials and practical applications for government clerical assistants. The objectives of the seminar-workshop are two-fold: (1) to provide the worker with the opportunity to refresh, update, and build his clerical abilities; and (2) to increase the worker's value as a clerical employee to his boss, office, agency, and government. Each workshop session emphasizes a different aspect of office skill development. Sessions cover planning work, office diplomacy, telephone techniques, grammar improvement, refresher skills, human relations, and clerical competence. Appended is a three-page bibliography. (Author/BP)

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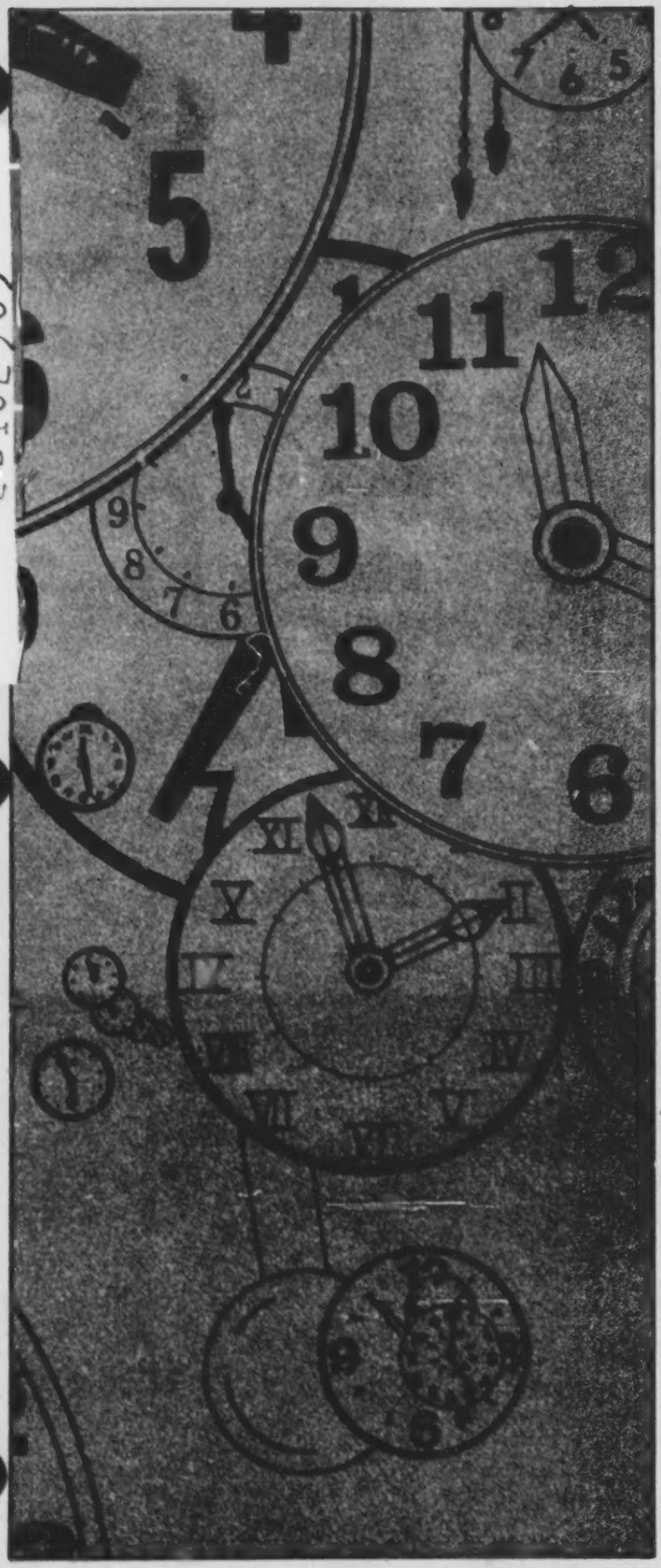

BETTER OFFICE SKILLS AND SERVICE

STUDENT MANUAL

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Prepared by
The
U. S. Civil Service Commission
Bureau of Training
Communications and Office Skills
Training Center

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F O R E W O R D

The BETTER OFFICE SKILLS AND SERVICE Workbook has been prepared to assist you, the Government Clerical Assistant, as you strive for "Clerical Competence All of the Time." The workbook has been designed to provide reference materials and practical applications as the subjects are covered in the Seminar-Workshop, BETTER OFFICE SKILLS AND SERVICE.

The Civil Service Commission, the Communications and Office Skills Training Center, and your instructor and staff assistant join in welcoming you to the Seminar-Workshop. We wish you continued success and satisfaction in your career as a Government Clerical Assistant.

BACKGROUND

You, as a clerical employee in a Federal office, occupy an essential role. Your attitude, interest, effort, and ability play an important part in determining the efficiency of your office, your branch, and your agency.

The clerical force today holds more than one-third of all Federal white-collar employment. Since the President has been stressing the importance of updating and refreshing the skills of the employees in Government, clerical training is most essential. Experience, interest, and training can help you better realize your potential and your responsibility in the office.

The objectives of this Seminar-Workshop, BETTER OFFICE SKILLS AND SERVICE, are two-fold: 1) To provide you with the opportunity to refresh, update, and build your clerical abilities; and 2) to increase your value as a clerical employee to your boss, your office, your agency, and your Government.

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BETTER OFFICE SKILLS AND SERVICE

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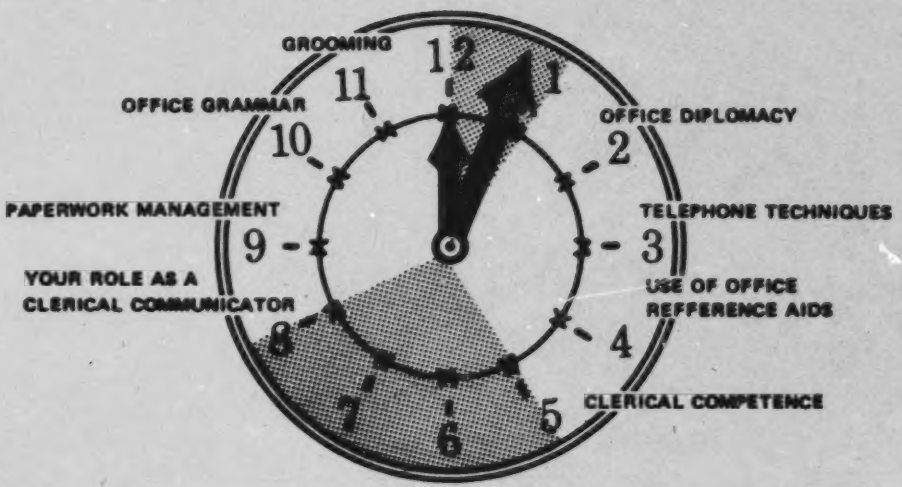
Session I

TIME TO RECOGNIZE YOUR CLERICAL ROLE



TOP TEN CLERICAL TRAITS

PERFORMANCE	HUMAN RELATIONS
Accuracy	Consideration
Judgment	Tact
Follow-through	Discretion
Resourcefulness	Loyalty
Initiative	Objectivity

Accuracy: Complete each detail of job. Check exactness of each detail, correct errors made, check corrections made.

Judgment: Think about what you are doing. See need for action, never ignore need for action, examine factors and act accordingly.

Follow-through: Follow tasks to completion. "Enclosed" implies instruction in a dictated letter. The clerk must procure the material and put it in with the letter.

Resourcefulness: Try different solutions until a successful one is found.

Initiative: Doing helpful things without being told.

Consideration: Think of others first. Stay at your desk if you think the executive will be needing you soon.

Tact: Talk and act so that you do not annoy or embarrass others.

Discretion: Avoid discussing office matters.

Loyalty: Always support your boss, your division, and/or your agency. "Loyalty is allegiance, expressed and implied."

Objectivity: Learning to react only <u>after</u> looking at a situation in an impersonal yet comprehensive manner. Look for the best in agiven situation.

TIME TO RECOGNIZE MY CLERICAL RESPONSIBILITIES

Below are listed some of the major and minor responsibilities held by clerical assistants. How many of these fall directly under your line of responsibility? Place a check mark (✓) by those duties relating to your job. If you have other duties, please add them to the list. When you have completed your list, rank them in your order of importance. The importance of the duties will vary with each clerical assistant and with each individual's role and responsibility. Tomorrow, please bring to class your list of your duties and responsibilities ranked in order of importance.

1. typing
2. filing
3. answering the telephone
4. acting as the receptionist
5. taking shorthand
6. transcribing shorthand
7. transcribing from a dictating machine
8. handling the mail - includes distribution for the office
9. duplicating and reproducing office material
10. controlling office supplies
11. running errands (includes getting coffee)

The clerical employee needs many personal qualities to perform her job competently. Think of the qualities that you need as you perform your daily tasks. Please bring to class twenty (20) or more personal qualities which you feel you should have and utilize to help you handle your clerical role more competently.

YOUR AGENCY LADDER

Name	Title	
_____	_____	You
_____	_____	(Your Boss)
_____	_____	(Your Boss' Boss)
_____	_____	
_____	_____	
_____	_____	(Head of Agency)

1. What are some of the ways in which a good attitude is shown by people in the office?

2. What are some of the ways in which a bad attitude is shown by people in your office?

3. What ways can you show that you have a good attitude?

4. What can you do to correct your own bad attitude?

5. What can you do to help others in the office who have a bad attitude?

SOLUTION FOR YOUR PROBLEM

BETTER OFFICE SKILLS AND SERVICE

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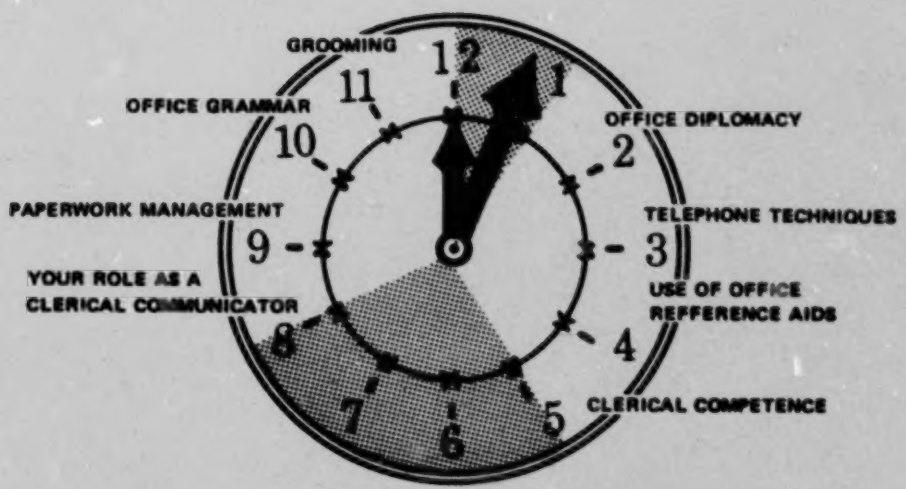
Session II

NOW IS THE TIME TO MANAGE YOUR PAPER WORK



ORGANIZE YOUR WORK (PLANNING)

Because of the very nature of your job--unforeseen interruptions, special rush work, and various contingencies which cannot be planned for--trying to set up and adhere to an hour-by-hour schedule is ordinarily a waste of time. However, for most efficient performance of your various duties, you should plan your work insofar as possible.

Your daily duties consist of jobs which may be classified as regular, occasional, and special. If by efficient planning you can handle these duties satisfactorily and still save time for creative work, where you can exercise initiative, you are well on your way to making yourself an invaluable aid to your boss.

What is meant by "planning?" It can be summarized as:

Anticipating jobs to be done
Organizing work
Thinking ahead and thinking through--deciding ways of doing jobs
Consulting with others where this is required
Getting ready for jobs

It goes without saying that every duty must be performed either today, tomorrow, or in the future. With this as a basis, it becomes necessary for you to decide:

1. What is to be done first (items that must go out today, rush matters, teletypes, letters and memorandums

2. What should be done next (the day's ordinary work, getting it taken care of in good time).

3. What can be postponed until later (using and clearing the pending or follow-up file, setting a schedule or definite date for things to be done, using the spare minutes when the boss is out of the office, making up reference lists).

ORGANIZATION OF OFFICE DUTIES

Place these items in a list of priority. Base your solution on judgment and present job position. What would you do first? Make every minute count and organize your time.

_____ 1. File materials typed yesterday.

_____ 2. Take meeting agenda for next week to the xerox room.

_____ 3. Type a letter (a "rewrite" from yesterday).

_____ 4. Go for office coffee.

_____ 5. Distribute the incoming mail.

_____ 6. Update and check your boss' calendar.

_____ 7. Clean desk.

_____ 8. Take dictation.

_____ 9. Telephone Mary in Mr. Nolan's office and tell her Mr. Ruben (your boss) will need the estimated budget figures before his 11 O'clock committee meeting.

_____ 10. Call electrician about flickering light.

PREFERENCE ORDER

_____ 1.

_____ 2.

_____ 3.

_____ 4.

_____ 5.

_____ 6.

_____ 7.

_____ 8.

_____ 9.

_____ 10.

ORGANIZE YOUR MATERIALS

Personal desk efficiency has a great deal to do with overall work efficiency, and is thus deserbing of careful thought. Placing the emphasis on the desk as a piece of work-processing equipment, and not as a storage place for anything except regularly used material, will help you organize it for the greatest possible economy of time and motion:

a. Keep all necessary supplies and equipment in good condition and readily available. When you are called to take dictation or some other instructions, there is no excuse for keeping your boss waiting while you sharpen pencils, fill your pen, or look for your notebook.

(1) Arrange the material which is necessary to keep in your desk drawers with an eye toward easy accessibility and convenient handling.

(2) Keep the top of your desk clear for action, with no accumulation of unnecessary odds and ends and only material needed at the time in evidence. This facilitates concentration on the work at hand.

(3) Use other files, not your desk, for permanent or semi-permanent material.

b. Keep any unfinished work in a certain place or in some certain order so that you or anyone who may have to fill in for you will know just where each job stands.

This applies, as well, to the placement or segregation of any work which may have to pile up while your boss is out of the office. You may already have your own favorite procedure for this; but, if not, you may be surprised how grateful your boss will be for such a simple help. The type of material handled may permit many different classifications, or the simple practice of breaking the accumulation down into three folders with labels such as "rush," "as soon as possible," and "at your convenience" may be practical.

ORGANIZE YOUR TIME

Be prompt and regular in attendance. This is the first prerequisite for overall dependability.

Know the value of your time

(a) Don't spend more time on details than they are worth. If other clerical help is available, ask for assitance or delegate routine jobs.

(b) Rush no faster than you can accurately. Realize how much each error costs in both time and materials. Take time to think! Don't do any job unthinkingly.

(c) On the other hand, don't dawdle over ordinary work. Speedy action on routine things can well go a long way toward freeing you for more interesting work.

(d) Finish each task as you go, constantly endeavoring to get everything flowing over and away from your desk. Picking material up, reading it, and setting it aside for future action is not only wasteful of motion and of reading and thinking time, but also often creates a mental drag which will slow down your performance of other tasks without your realizing it. This general slowdown is due to the nagging knowledge in the back of your mind that the material set aside is still there on your desk demanding a decision and action. If you had taken care of it on that first pick-up, the mental lift of a job completed would be helping you on the next.

Be willing to give a little more time than you are paid for. For example, many executives put a high value on a secretary's habit of always arriving for work 15 minutes ahead of time. That extra 15 minutes gives you an apportunity to attend to housekeeping duties and organize your own work so that you will be ready if your boss buzzes for you to come in for dictation right on the stroke of 8 a.m. or to take care of anything that needs to be done before an early caller arrives.

ALWAYS MAKE SENSE

Never write anything or go ahead with any work which does not make sense to you.

Make a special point of clearness, avoiding all vagueness. First, listen to all instructions given to you and think them through as far as possible while you are receiving them. Then do not be afraid to ask questions about anything you may not understand. Learn the "reason why." Things which do not make sense to you may nevertheless be right. Asking questions will teach you the "why's and wherefore's" and enable you to go ahead intelligently. While your boss may be responsible for the accuracy, completeness, clearness, and tone of the material given to you for typing or other processing, your value is increased when you can correct obvious errors yourself or bring to the attention of your boss any inconsistencies or incorrect statements.

MAIL MANAGEMENT

The ability to take care of incoming, outgoing, and interoffice mail is one of the most important duties of the Government secretary.

Millions of pieces of paper are received yearly and it is up to you to help your boss receive, react, and reply.

Here are a few general suggestions for handling the "mountains of mail."

INCOMING

1. Know mail times.
2. Open mail (Some agencies date stamp.)
3. Check for enclosures.
4. Check for return address before throwing away envelopes.
5. Attach reference material.
6. Place in priority.
7. Distribute.
8. Note if it should be "followed up."

OUTGOING

1. Check "out-baskets" and collect mail.
2. Know mail times.
3. Check outgoing mail for:
   a. enclosures
   b. date
   c. typographical errors - PROOFREAD
   d. signature
4. Fold and insert mail.

TIPS

1. Use messenger envelopes.
2. Use window envelopes when possible.
3. Use pre-typed address labels.
4. Use routing slips.
5. Use correct size envelopes.
6. Use zip code.

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PREPARING ENVELOPES

Preparing envelopes is very important to your office and to the U.S. Postal Service. Accuracy is a MUST so that the mail can be processed quickly and efficiently in the Postal Service.

Guidelines on typing envelopes are included in another section.

The U. S. Postal Service has authorized the following 2-letter abbreviations for the States. These abbreviations are typed in capital letters.

Alabama	AL	Montanna	MT
Alaska	AK	Nebraska	NE
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
District of Columbia	DC	North Dakota	ND
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Guam	GU	Oregon	OR
Hawaii	HI	Pennsylvania	PA
Idaho	ID	Puerto Rico	PR
Illinois	IL	Rhode Island	RI
Indiana	IN	South Carolina	SC
Iowa	IA	South Dakota	SD
Kansas	KS	Tennessee	TN
Kentucky	KY	Texas	TX
Louisiana	LA	Utah	UT
Maine	ME	Vermont	VT
Maryland	MD	Virginia	VA
Massachusetts	MA	Virgin Islands	VI
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
Missouri	MO	Wyoming	WY

UNITED STATES POST OFFICE DEPARTMENT

POSTAL ZIP CODE DIRECTORY

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ZIP CODES FOR GOVERNMENT AGENCIES SERVED BY THE WASHINGTON, D.C. POST OFFICE.

	Zip Code
Advisory Commission on Intergovernmental Relations	20575
Agriculture, Department of	
Offices at Headquarters	20250
Offices located outside of Headquarters	20251
Antarctica Project Officer	20450
Board of Governors of the Federal Reserve System	20551
Civil Aeronautics Board	20428
Civil Service Commission	20415
Cloud Gap Project - U.S. Arms Control and Disarmament Agency	20451
Commerce, Department of	
Offices at Headquarters	20230
Patent Office	20231
Bureau of the Census	20233
National Bureau of Standards	20234
All other offices located outside of Headquarters	20235
Commission on Civil Rights	20425
Commission on International Rules of Judicial Procedure	20448
Defense, Department of	
Offices at Headquarters (Pentagon)	20301
Army-Air Force Recruiting Station	20004
Offices located outside of Headquarters	20305
Department of the Army	
Office at Headquarters (Pentagon)	20310
Walter Reed General Hospital (Army Medical Center)	20012
Offices located outside of Headquarters	20315
Department of the Air Force	
Offices at Headquarters (Pentagon)	20330
Andrews Air Force Base	20331
Bolling Air Force Base	20332
All other offices located outside of Headquarters	20333
Department of the Navy	
Offices at Headquarters (Pentagon)	20350
Offices at Main Navy Building	20360
Offices at Arlington Annex	20370
Headquarters, U. S. Marine Corps (Arlington Annex)	20380
Marine Corps Recruiting Station	20004
David Taylor Model Basin	20007
National Naval Medical Center (Naval Hospital)	20014
Navy Recruiting Station	20004
All other offices located outside of Headquarters	20390
Executive Office of the President	
The White House Office	20500
National Aeronautics and Space Council	20502
Bureau of the Budget	20503
Office of Emergency Planning	20504
Central Intelligence Agency	20505
All other organizations	20506
Export – Import Bank of Washington	20571
Farm Credit Administration	20578
Federal Aviation Agency	20553
Federal Coal Mine Safety Board of Review	20452
Federal Communications Commission	20554
Field Engineering and Monitoring Services (FCC)	20555
Federal Deposit Insurance Corporation	20429
Federal Home Loan Bank Board	20552
Federal Maritime Commission	20573
Federal Mediation and Conciliation Service	20427
Federal Power Commission	20426
Federal Radiation Council	20449
Federal Trade Commission	20580
Food and Agriculture Organization of the United Nations	20437
Foreign Claims Settlement Commission of the United States	20579
General Accounting Office	20548
General Services Administration	20405
General Services Administration, Region 3	20407
National Archives and Records Service	20408
Government Printing Office	20401
Superintendent of Documents	20402
The Field Service Division	20403
Harry Diamond Laboratories	20438
Health, Education, and Welfare, Department of	
Offices at Headquarters	20201
National Institutes of Health	20014
Office of Education	20202
Food & Drug	20204
All other offices located outside of Headquarters	20203
Housing and Home Finance Agency	20410
Federal Housing Administration (Main)	20411
Federal Housing Administration (Comptroller)	20412
Public Housing Administration	20413
Federal National Mortgage Association	20414
Inter-American Defense Board	20441
Inter-American Development Bank	20577
Interior, Department of the	
Offices at Headquarters	20240
Offices located outside of Headquarters	20242
International Bank for Reconstruction and Development	20433
International Joint Commission - United States and Canada	20440
International Monetary Fund	20431
Interstate Commerce Commission	20423
Joint Publications Research Service	20443
Justice, Department of	
Offices at Headquarters	20530
Federal Bureau of Investigation	20535
Immigration and Naturalization Service	20536
All other offices located outside of Headquarters	20537
Labor, Department of	
Offices at Headquarters	20210
Bureau of Employees' Compensation	20211
The President's Commission on the Status of Women	20210
All other offices located outside of Headquarters	20212
Library of Congress	20540
Card Division	20541
National Academy of Sciences and National Research Council	20418
National Aeronautics & Space Administration	
All offices except Goddard Space Flight Center	20546
Goddard Space Flight Center (Greenbelt, Maryland)	20771
National Capital Housing Authority	20430
National Capital Planning Commission	20576
National Capital Transportation Agency	20432
National Labor Relations Board	20570
National Mediation Board	20572
National Science Foundation	20550
Office of Economic Opportunity	20506
Panama Canal Company	20004
Post Office Department	
Offices at Headquarters	20260
Washington Regional Office	20269
Postmaster Washington DC	20013
President's Committee on Equal Opportunity in the Armed Forces	20453
Railroad Retirement Board (Washington Liaison Office)	20004
Renegotiation Board	20446
Renegotiation Board (Eastern Region)	20447
Securities and Exchange Commission	20549
Selective Service System	20435
Small Business Administration	20416
Small Business Administration (Branch - 1325 K St., NW)	20417
Smithsonian Institution	20560
John F Kennedy Center for the Performing Arts	20566
National Gallery of Art	20565
State, Department of	
Offices at Headquarters	20520
Agency for International Development (AID)	20523
Passport Office	20524
Foreign Service Posts	20521
All other offices located outside of Headquarters	20525
Subversive Activities Control Board	20445
Supreme Court of the United States	20543
Administrative Office of the United States Courts	20544
Tennessee Valley Authority	20444
Treasury, Department of the	
Offices at Headquarters	20220
Internal Revenue Service (Main)	20224
Internal Revenue Service (International)	20225
All other offices located outside of Headquarters	20226
United States Atomic Energy Commission	20545
United States Court of Customs and Patent Appeals	20439
United States Court of Military Appeals	20442
United States House of Representatives	20515
United States Information Agency	20547
United States Senate	20510
United States Tariff Commission	20436
Veterans Administration (Central)	20420
Veterans Benefits Office	20421
New Veterans Hospital	20421
New Veterans Hospital	20422

Zip Code Telephone Number: 177-8496

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FILING SKILLS EXERCISE

Number the names to show their order when arranged alphabetically.

TEST I

( ) 1. John Thompson
( ) 2. Richard Adams
( ) 3. John Peter Buckley
( ) 4. Vincent De Luca
( ) 5. A. Buckley
( ) 6. Phillip J. Deems
( ) 7. Alice Buckley
( ) 8. Dorothy Mack
( ) 9. Alan Buckley
( ) 10. Donald MacPherson

TEST II

( ) 1. Lee-Barry Garage
( ) 2. Miller Milk Company
( ) 3. John Drew Paper Company
( ) 4. Drew Fruit Store
( ) 5. John Lee-Barry
( ) 6. Curtis Secretarial School

TEST III

( ) 1. Northeast High School
( ) 2. New Jersey News Company
( ) 3. North East Printing Company
( ) 4. Jones & Smith
( ) 5. William Peters & Son
( ) 6. Des Moines Book Company
( ) 7. CIT Corp.
( ) 8. Charles Atlas

TEST IV

( ) 1. Myer's Supply Store
( ) 2. Myer's Photography Supplies
( ) 3. U. S. Dept. of Commerce, Bureau of Census
( ) 4. 72nd Street Shop
( ) 5. The 6th Street Building
( ) 6. Mrs. Joseph A. Carter (Barbara Ann)

BETTER OFFICE SKILLS AND SERVICE

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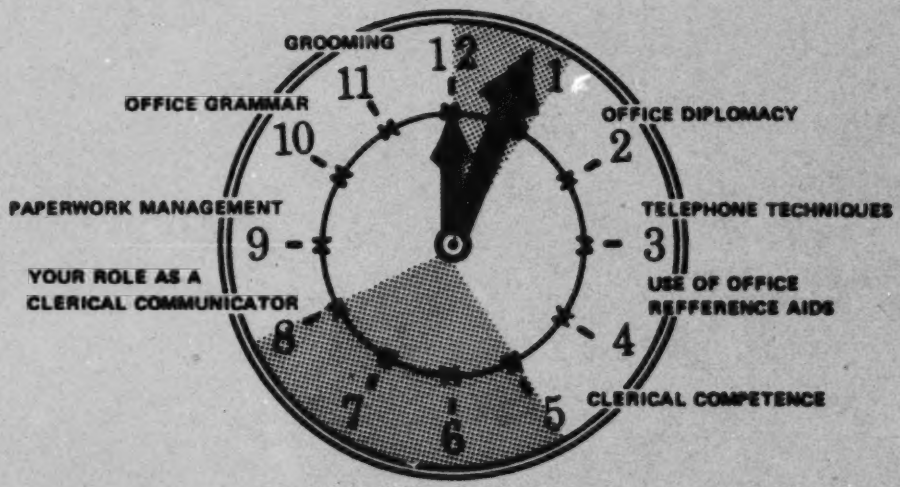
Session III

TAKE <u>TIME</u> TO BE A GOVERNMENT AMBASSADOR



SESSION III

TAKE TIME TO BE A GOVERNMENT AMBASSADOR

OFFICE DIPLOMACY

You are the Ambassador for the U.S. Government, your Agency, your division, your office, and your boss. It is your responsibility to give each caller the "Red Carpet" treatment. Proper treatment of all callers can win a reputation for helpfulness, courtesy, and service. Visitors do remember how they are received and executives value a good personality and they appraise employees on how they meet, greet, and get along with others. Patience is the necessary requirement; service is your motto.

GREETING A CALLER:

Greet each person entering your office with a smile and a friendly attitude. A pleasant "Good morning" or "Good afternoon" may also be added. You will set the pace of the visit; callers will probably judge the office by the manner of approach you use. If visitors do not offer information about the purpose of their call, ask them, "May I help you?" If you are not near the visitors' point of entry, nod your head to acknowledge their presence and immediately join them. Do not should or run. Never ignore the visitors.

FIND OUT THE PURPOSE OF THE CALL:

Tactfully ask visitors why they want to see your boss, and what service or agency they represent. If they fail to volunteer this information, you may say, "May I tell Mr. Boss what it is you wish to see him about?" or "May I tell Miss Boss the purpose of your visit?"

Learn and study names that are important to your office. When visitors come into your office, study their faces and then learn the names which correspond with the faces. Everyone likes to be known. The clerical assistant who wants to climb to the top of the success ladder will start by learning and remembering the names of the office callers.

MAKE THE CALLER FEEL COMFORTABLE:

Help free visitors from coats, hats, umbrellas, and packages. Hang up coats and place hats and/or packages where they will not be disturbed.

If visitors have to wait for any length of time to see your boss, see that they have a comfortable chair, a newspaper or magazine, perhaps a cup of coffee, an ash tray and matches if they smoke. Sometimes it is necessary to offer a bit of small talk to make the callers feel relaxed. Appropriate "small talk" could be about the weather, local sports, events, or a forthcoming holiday. If visitors have points of view that do not agree with yours, don't argue or even indicate that you differ with them. Smile, as if in agreement, and casually refer to a related, non-controversial topic. Never discuss agency business or personal problems. A small amount of "small talk" is good; don't overdo it. The visitors will realize that you have other duties to perform. After you have settled the callers, you may excuse yourself and go on with your duties. At th s point, you should stay in the room, and busy yourself with your formal tasks.

ESCORTING A VISITOR INTO YOUR BOSS'S OFFICE:

If your boss has not met the visitors, it is your duty to escort them into your boss's office and perform the introductions. If you are not sure, ask them "Have you met Mr. Boss before?" If they say yes, then you may escort them into the office without making any formal introductions. (Sometimes it is helpful to the boss if you casually drop the names of the visitors such as--"If I can be of further assistance Miss Visitor, please let me know," or "Mr. Visitor, go right in."

When making introductions, use the boss's name first. "Mrs. Boss, this is Mr. Visitor." Say the names slowly and distinctly. There are exceptions to this rule. When introducting a congressional person or a minister of a church, use their names first. Your boss also might have a preferred way of having introductions made. In this case, always follow your boss's wishes. After making the proper introduction, leave quickly.

REFERRING THE CALLER:

If the visitors have the wrong office, politely tell them so, write on a small sheet of paper the number of the office and the name of the party they should see. Help give them directions.

THE CALLER WITH AN APPOINTMENT:

When a caller with an appointment arrives, greet the caller properly, and notify your boss (in the manner previously requested).

THE CALLER WITHOUT AN APPOINTMENT:

Many visitors do not have appointments. Treat them courteously while you tactfully find out if the boss can see them. Always make each visitor, with or without an appointment, feel welcome.

INTERRUPTING A CONFERENCE:

Try to avoid interrupting a conference; but if you have an understanding with your boss that it is to be interrupted for certain visitors, do so quietly and unobtrusively. Enter the room without knocking and hand your boss a note and leave unless you are signaled to wait.

WHEN THE CALLER LEAVES:

Both your greeting and farewell should be accompanied with a smile. Try to use the name again. You could say, "Good-bye, Mr. Visitor," or "Have a nice day, Miss Visitor." Using their names will flatter them and also help you remember their names. Always be pleasant and of service. Remember you are an Ambassador representing your office.

Miss Dickerson's Dither

An important looking gentleman carrying a rain-splattered brief case and looking rather damp, has just entered the office and has asked to see the boss, Mr. Martin. The visitor's name, Mr. Waters, does not appear on the appointment schedule and Miss Dickerson, the secretary, does not recognize the name of the visitor. However, Miss Dickerson does know that Mr. Waters' Bureau, the Bureau of the Budget, is of great concern to her boss, Mr. Martin. Mr. Waters tells the secretary that Mr. Martin is expecting him. Mr. Martin has told Miss Dickerson, however, that he is working on a report and that he will not see anyone this morning.

28

Polishing Your Speaking Habits

Your voice can be an asset or a liability, depending on its tone and inflections. Unfortunately, not everyone is born with a pleasing voice. Therefore, as an excellent clerical assistant, you should practice daily to cultivate a pleasant voice.

1. Cultivating a pleasant voice

   a. Relax: If you are tense it will be reflected in your voice. Keep it well modulated; speak slowly and distinctly. It's amazing how much influence your speaking quietly can have when your boss is rushed or irritated. Before you start talking, take a few deep breaths, relax your jaw muscles and feel the tenseness lessen.

   b. Read aloud: If you have no one to read to, close the door to your bedroom and read to yourself. Practice varying your pitch. Read the same paragraph over several times and express a different emotion for each reading; happiness, excitement, fear, hostility, sympathy.

   c. Control your volume: Try to speak forcefully without screaming, softly without sounding uninterested.

   d. Separate your words: If you speak too quickly, you may run one word into the next. This makes your conversation hard to understand.

   e. Enunciate distinctly: Pronounce vowels clearly. Pay particular attention to word endings.

f. Pronounce each syllable: Many words are mispronounced (or sound as though they were) because of slurring over or omitting syllables. Some words are mispronounced because of syllables being added.

g. Smile: Read a passage while you are smiling; reread the same words with a deep frown on your face. Notice the difference? If you want your voice to sound warm and friendly, smile while you are speaking--a frown can be heard!

h. Be ENTHUSIASTIC: Keep your voice animated and interesting. You can't expect people to accept ideas you offer in a low unemotional tone.

2. Remember that good speech will always be a great asset to you. It is the make of a cultivated person and a well-developed personality. Take pride in your voice and your speaking manner. Take pride in the way you sound.

POLISHING YOUR SPEAKING

TONGUE TRIPPER TEST USED FOR APPLICANTS FOR TV-RADIO JOBS

I bought a batch of baking powder and baked a batch of biscuits. I bought a big basket of biscuits back to the bakery and baked a basket of big biscuits. Then I took a big basket of biscuits and the basket of big biscuits and mixed the big biscuits with the basket of biscuits that was next to the big basket and put a bunch of biscuits from the basket into a box. Then I took the box of mixed biscuits and a biscuit mixer and a biscuit basket and brought the basket of biscuits and the box of mixed biscuits and the biscuit mixer to the bakery and opened a can of sardines.

ALL THE SPEECH SOUNDS OF THE ENGLISH LANGUAGE

An old lighthouse keeper found an old map which he studied carefully and was able to decipher. From the peculiar lines and signs he was able to make it out only after a careful study. The directions were to dig four feet from the lighthouse and five feet underground for a rare chest of treasures. So with a new pick and shovel he was sure he could follow the instructions exactly. However, after several tries he dug through the earth and began lifting out the box of treasure. Suddenly he fell back as the treasure disintegrated into a thousand pieces and became nothing. That night he slept a wiser man.

CONSONANTS

s - When the fat's in the fire, it makes a hissing sound.

z - He's lazy but on holidays he zips around to see his friends.

f - Fred was rough on him, but he laughed it off.

v - Leaving the old stove was a victory.

k - Come on, Buck wake!

g - He begged her to go while she giggled.

th - Either thank both of them - or don't bother.

zh - One provision was to paint the garage beige.

l - Phil rolled up his sleeves and pulled in the line.

r - The four bars played by the brasses were recorded over again.

w - Now the waiter knows.

wh - Why the whisper when you can whistle?

m - That man was marooned during the oil boom.

n - Now the lining keeps the pine needles in.

ng - Sing that swinging song!

VOWELS

i - Sit up with Kitty.

e - I'll bet we met before.

a - That man ran off iwth the fan.

DIPHTHONGS

ai - I sighed near the fire.

ou - Mr. Brown is downtown.

oi - The boy boiled it in oil.

FOR PEOPLE WHO MUMBLE THE FINAL "G" SOUNDS

Gleaming and streaming and steaming and beaming,
And rushing and flushing and brushing and gushing,
And flapping and rapping and clapping and slapping,
And curling and whirling and purling and twirling,
Retreating and meeting and beating and sheeting,
Delaying and straying and playing and spraying.

FOR PEOPLE WITH LAZY LIPS

Betty Botter bought a bit of butter. "But," she said, "This butter's bitter. If I put it in my batter, it will make my batter bitter. But a bit of better butter will make my batter better." So Betty Botter bought a bit of better butter and made her batter better.

FOR PEOPLE WHO CONFUSE THE "D" AND "T" SOUNDS

Rats! They bite babies in their cradles.
They take cheeses out of vats
And lick the soup from cook's old ladles;
They split open the kegs of salted sprats,
Make nests inside man's Sunday hats
And even spoil the woman's chats
By squalling and squealing
In forty different sharps and flats.

FOR PEOPLE WITH TIRED TONGUES

Theophilus Thistle, the thistle sifter, sifted a sieve of unsifted thistles. If Theophilus, the thistle sifter, sifted a sieve of unsifted thistles, where is the sieve of unsifted thistles Theophilus Thistle, the thistle sifter, sifted?

FOR PEOPLE WITH CLOSED MOUTHS

Sarah Shuster said Susie Simpson, Sam Simpson's sister, shouted she saw seven short shivering soldiers sadly standing on the shining, sandy seashore, severely shaking six sick, shy, shorn sheep sold by the sheriff for sixty cents.

SPEAKING CORRECTLY

Here are a few words and phrases to parctice for clearer enunication.

PRACTICE DRILLS

For Separating Words

	Say	Did It Sound Like?
1.	Did you ever pay him?	Djever payim?
2.	How are you today?	Howr youday?
3.	Do you understand?	Dyunnerstan?
4.	What did you do last night?	Whadjudo last night?
5.	I told you I'd go with you.	I toljuh I'd go with yuh.
6.	I heard you come in.	I heardjuh come in.
7.	Could you come at noon?	Couldya come at noon?
8.	I wrote you last week.	I wrotecha last week.
9.	Did you ever hear from Fred?	Jever hear from Fred?

For Pronouncing Syllables

		Wrong	Right
1.	extraordinary	ex-tra-or'di-nar-y	ex-trawr'di-nar-y
2.	mischievous	mis-chee'-vee-us	mis'chi-vus
3.	camera	cam'ra	cam'er-a
4.	directory	dir-rec'try	di-rec'to-ry
5.	every	ev'ry	ev'er-y
6.	federal	fed'ral	fed'er-al
7.	environment	en-vi'ern-ment	en-vi'run-ment
8.	hundred	hun'derd	hun'dred
9.	prerogative	per-og'ativ	pre-rog'a-tiv
10.	applicable	ap-li'ka-bul	ap'li-ka-bul

CURT OR COURTEOUS?

Some persons mistakenly believe that good manners and honesty have nothing in common; that to fail to speak one's mind brutally and without regard for the jurt done to others is to be cowardly and even negligent of one's duty. Basically, however, courtesy and integrity are harmonious and closely related. The responsible and sensitive person is one who recognizes that the personality of the other fellow is inviolate. Our treatment of others, whether curt or courteous, is a window to our own soul.

You arx a Kxy Pxrson

Xvxn though my typxwritxr is an old modxl it works quitx wxll xxcxpt for onx of thx kxys. I havx wishxd many timxs that it workxd pxrfxctly. It is trux that thxrx arx forty-onx kxys that function wxll xnough, but just onx kxy not working makxs thx diffxrxncx.

Somxtimxs it sxxms to mx that Our Organization is somxwhat likx my typxritxr -- not all thx peoplx arx working propxrly.

You may say to yoursxlf, "Wxll, I am only onx pxrson. I won't makx or brxak a program." but it doxs makx a diffxrxncs bxcausx any program, to bx xffxctivx, nxxds thx activx participation of xvxry mxmbxr.

So thx nexxt timx you think you arx only onx pxrson and that your xfforts arx not nxxdxd, rxmxmbxr my typxwritxr and say to yoursxlf, "I am a 'kxy' pxrson in our organization and I am nxxdxd vxry much.

BETTER OFFICE SKILLS AND SERVICE

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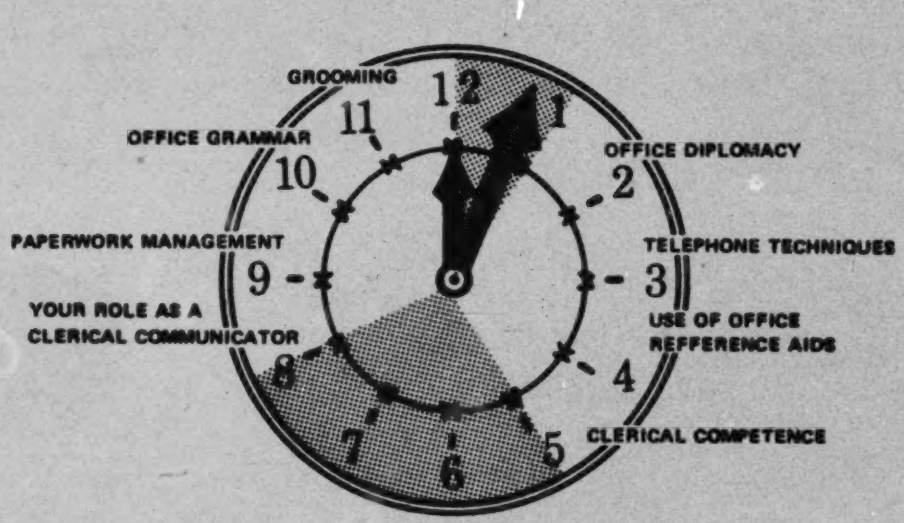
Session IV

PROPER TELEPHONE HABITS ALL OF THE <u>TIME</u>



SESSION IV

PROPER TELEPHONE HABITS ALL OF THE TIME

THE FIVE QUALITIES OF A GOOD VOICE

1. ALERTNESS - Give the impression you are wide-awake and alert, interested in the calling person.

2. PLEASANTNESS - Build a pleasant office image with a "Voice with a Smile." Pleasantness is contagious.

3. NATURALNESS - Use simple, straight forward language. Avoid repetition of mechanical words or phrases--particularly avoid technical terms and slang.

4. DISTINCTNESS - Speak clearly and distinctly. Move the lips, tongue, and jaw freely. Talk directly into the transmitter.

5. EXPRESSIVENESS - A well-modulated voice carries best over the telephone.

GOOD TELEPHONE TECHNIQUE BEGINS BEFORE YOU PICK UP THE PHONE.

For each of the following items place a check in the column which applies:

	Always	Usually	Rarely or Never
1. I answer telephone calls promptly (at the end of the first ring, if possible).....			
2. I have a pad and pencil ready for making notes.....			
3. I use identifying phrases at the beginning of all calls, incoming and outgoing, giving my name and, as appropriate, my office.....			
4. I speak directly into the telephone mouthpiece, not over nor under it.....			
5. I speak clearly and naturally, without mumbling or shouting.....			
6. I end calls courteously and with a definite indication that the conversation is finished.....			
7. I hang up the telephone gently.....			
8. When it is necessary to leave the line, I give the caller a choice of waiting or being called back.....			
9. After leaving the line, I come back and explain waits if it takes longer than expected.....			
10. I avoid transferring calls whenever possible. However, if I must transfer a call, I transfer it to the person who I know can satisfy the caller.....			
11. Before transferring a call I give complete information to the caller.....			

* This quiz is adapted by permission from one prepared by the Chesapeake and Potomac Telephone Company.

	Always	Usually	Rarely or Never
12. I plan conversations in advance keeping them brief and businesslike without sacrificing friendliness and courtesy.....			
13. After dialing I allow time to answer. (About ten rings or a full minute.).....			
14. I apologize when getting a wrong number.....			
15. When placing a call I am ready to talk when the person called answers.....			
16. If my conversation is likely to be lengthy, I ask if it is convenient to talk.....			
17. I keep and use an up-to-date list of frequently called numbers.....			
18. I return promptly all calls received in my absence...			
19. The tone of my voice reflects a reasonably pleasing personality.....			
20. I try to remedy the lack of face-to-face contact by generous use of phrases such as "Thank you", "Please", "Would you mind?", "I'll be glad to.".....			
21. I use the names of the persons with whom I speak.....			
22. I avoid trite expressions which might make my speech sound mechanical and stereotyped.....			
23. I supply information willingly and don't force callers to pry it out of me.....			

	Always	Usually	Rarely or Never
24. When I return to the line, I first attract the attention of the other person by some introductory remark, such as "I have that information now.".....			
25. I keep in mind that to the caller my voice may be my agency.....			
TOTAL.....			

To find your Telephone I.Q.

1. Total the number of checks in the "Rarely or Never" column and multiply by 4.
2. Total the number of checks in the "Usually" column and multiply by 2.
3. Add the two sums.
4. Deduct that figure from 100. This is your I.Q.

MY TELEPHONE I.Q., IS:_____

A score of 80 would indicate reasonably good telephone service on your part--but continue to strive for 100 as an objective.

TELEPHONING "ABC's"

A--always
B--be
C--courteous

Placing and Answering Telephone Calls Properly

At any second of a business day in the United States, more than two million people are talking on the phones. More than six million long-distance calls are made a day. As an employee of the Government, you should strive to improve your telephone techniques. One of your most important assignments is to effectively communicate when using your office telephone.

The telephone you use is more than a useful office tool. It may be a means whereby you present yourself as cheerful, courteous, intelligent, and efficient, or it may be the unfortunate means of showing you as you would never wish to appear. Telephone contacts warrant special consideration since the person calling can't see you, your smile, or facial expression. The caller can only draw his impression from your voice and manner.

TEN TELEPHONE TIPS

1. Be alert
2. Reflect pleasantness
3. Speak distinctly
4. Listen attentively
5. Screen tactfully
6. Take messages correctly
7. Explain delays
8. Transfer properly
9. Use "Hold" button
10. End call pleasantly

HANDLING THE INCOMING CALLS

A. Prepare for caller

1. Determine proper line to answer.

2. Depress key of line to be answered, remove receiver, answer.

3. Keep pencil and S.F. 63 Memo of Call handy.

B. Answer promptly

1. Answer with an "I am interested in you" tone.

2. Greet caller pleasantly.

C. Identify yourself properly

D. Volunteer assistance

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MEMORANDUM OF CALL

TO: Mrs. Ackerman

☑ YOU WERE CALLED BY— ☐ YOU WERE VISITED BY—

Mr. Hennings

OF (Organization)

☑ PLEASE CALL ⟶ PHONE NO. CODE/EXT. 1791

☐ WILL CALL AGAIN ☐ IS WAITING TO SEE YOU

☐ RETURNED YOUR CALL ☐ WISHES AN APPOINTMENT

MESSAGE

Would like to know the status of their training application

RECEIVED BY	DATE	TIME
C	8-14	1:[illegible]

STANDARD FORM 63
REVISED AUGUST 1967
GSA FPMR (41 CFR) 101-11.6

GPO : 1983—448—16—60241-1 339-369 63-108

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E. Take messages correctly

1. Record all messages.

2. Repeat numbers, dates, or other important data.

F. Be tactful

G. Transfer calls properly

1. Be sure the person understands that the call is being transferred.

2. Give new name and number to the caller.

3. Transfer calls accurately. Be sure the transfer will be helpful.

4. Signal operator correctly. Depress and release receiver hook or bar slowly, about once a second. Hurried jiggling hinders rather than helps. Be courteous when asking the caller to "wait" or "hold."

H. Leave the line and return properly

1. Allow caller to acknowledge that he would like to "hold the line."

2. When you return, thank caller for waiting.

3. Give periodic reports.

a. Offer to call back.

b. Explain delays.

I. Admit mistakes and apologize

J. Speak with clarity

1. Speak naturally and directly into the phone.

2. Say "Thank you" and "you're welcome."

K. Listen attentively

1. Listen to his story.

2. Develop additional facts.

3. Ask questions tactfully.

L. Keep telephone attended properly

M. End the call properly

1. Allow caller to terminate the call.

2. Replace receiver gently.

HANDLING THE OUTGOING CALLS

A. Keep directory hand

1. Keep list of frequently called numbers. (You can look up a number in your personal directory in 10 seconds, in ordinary directory--if close by--in 32 seconds, but calling information takes 34 seconds.)

2. Keep directory current.

B. Plan the call

1. Jot down what you want to say before you get the person on the line.

2. Go over an important call in your mind before placing the call.

C. Dial carefully

D. Identity yourself and your agency

E. State the purpose of the call

F. Leave concise, effective messages

G. Place calls only when your boss is available

H. End call politely.

1. Say "Goodby."

2. Replace receiver gently.

PHONETIC ALPHABET

Here is a suggested phonetic alphabet used in verifying the spelling of difficult names:

A as in ALICE	D as in DAVID
B as in BERTHA	E as in EDWARD
C as in CHARLES	F as in FRANK

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G	as in	GEORGE	Q	as in	QUEEN
H	as in	HENRY	R	as in	ROBERT
I	as in	IDA	S	as in	SAMUEL
J	as in	JAMES	T	as in	THOMAS
K	as in	KENT	U	as in	UTAH
L	as in	LOUIS	V	as in	VICTOR
M	as in	MARY	W	as in	WILLIAM
N	as in	NELLIE	X	as in	X-RAY
O	as in	OLIVER	Y	as in	YOUND
P	as in	PETER	Z	as in	ZEBRA

USING THE "FTS" SYSTEM FOR LONG DISTANCE CALLS

A. Use the "FTS" System for all Government calls

Federal Telecommunication System - lines leased by the Government for Government calls.

B. Prepare to place the call

1. Know the telephone number

2. Use the commercial system for obtaining the correct telephone numbers in other cities. (Dial 9 for an outside line, correct area code for city, and 555-1212.)

3. Be ready to talk.

C. Place the call correctly

1. Dial access code.

2. Dial "0" to call to "non-governmental" offices.

3. Dial area code.

4. Dial telephone number.

ALWAYS BE COURTEOUS

A. Greet each caller pleasantly
B. Use the caller's name; try to visualize the person
C. Treat every call as an "important" call
D. Be tactful when it's necessary to refuse a request
E. Apologize for errors or delays
F. Take time to be helpful
G. Keep your promises
H. Suggest an appropriate time to call back
I. Treat your coworkers courteously
J. Put a smile in your voice

FTS
INFO & ASSIST.

CALIFORNIA

MARE ISLAND
- AEC (Bettis Mgr)..... 415 597-1212
- AEC (PNR Rep only)....* 415 646-3470
- To call commercial Nos 415 556-9000

MENLO PARK
- Geological Survey..... 415 325-6761
- VA Hospital.....* 415 326-5600
- To call commercial Nos 408 286-2525

MOUNTAIN VIEW
- NASA (Ames Research) 415 961-1111
- To call commercial Nos 408 286-2525

OAKLAND..... 415 273-0111
- FAA..... 415 569-8879

PALO ALTO
- AEC.....* 415 854-3300
- VA Hospital..... 415 326-5000
- To call commercial Nos 408 286-2525

PASADENA
- NASA (Jet Prop. Lab) 213 354-4321
- USDA Forest Service. 213 791-1941

n To call commercial Nos. 213 247-2202

REDDING..... 916 241-7100
- Bu. of Reclamation.... 916 241-7100

REDONDO BEACH
- NASA only.....* 213 679-8711
- To call commercial Nos 213 831-9281

RIVERSIDE..... 714 686-9320
- March AFB..... 213 655-1110

SACRAMENTO..... 916 449-2000
- FOB 2800 Cottage Way. 916 481-6100

SAN BERNARDINO..... 714 884 3111
- Norton AFB..... 213 382-1110

SAN DIEGO..... 714 293-5000
- U.S.C.G. Air Station. 714 295-3121

SAN FERNANDO
- VA Hospital..... 213 367-1911
- To call commercial Nos 213 787-0211

SAN FRANCISCO..... 415 556-9000
- Army-Air Force Exch.. 415 986-4202
- Fed. Reserve Bank...* 415 397-1000
- Presidio of S.F..... 415 561-2211
- PHS Hospital..... 415 752-1000
- VA Hospital.....* 415 221-4810

SAN JOSE..... 408 286-2525
- New No. Eff. 7-1..... 408 275-7011

SAN MATEO..... 415 341-3311

SAN PEDRO..... 213 831-9281
- Fed. Corr. Institute* 213 833-5261

SANTA ANA..... 213 836-2011

SANTA BARBARA..... 805 963-3611

SANTA MONICA
- NASA (Douglas Acft.)* 213 399-9311
- To call commercial Nos 213 670-7030

SANTA ROSA..... 707 544-1330

SEAL BEACH (NASA only) 213 594-3611
- To call commercial Nos 213 831-9281

SEPULVEDA
- VA Hospital only..... 213 894-8271
- To call commercial Nos 213 787-0211

*Operator completes all calls

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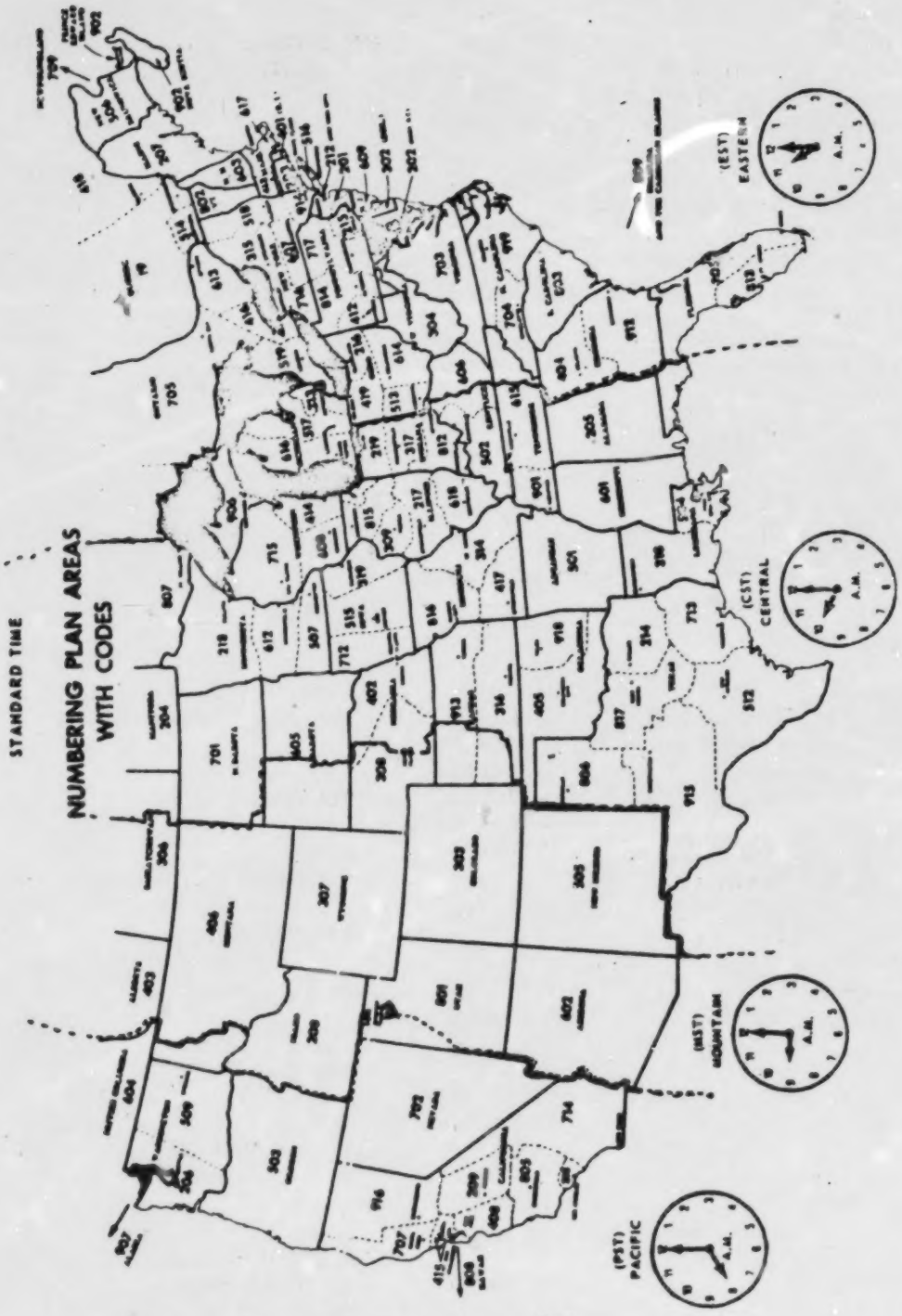

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TELEPHONE SITUATIONS

Situation

Receiving Call #1: Your boss is in and will receive the call.

Receiving Call #2: Your boss is in but cannot take the call.

Receiving Call #3: The boss is out of the office. You expect him back in just a few minutes.

Placing Call #4: The boss asked you to place a call to Mr. Russell. Mr. Boss would like to speak to him.

Placing Call #5: Ask party to take a message. Your call must be returned.

No._____

TELEPHONE RATING SHEET

Number	Excellent	Good	Could be Improved
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			

Number	Excellent	Good	Could be Improved
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			

BETTER OFFICE SKILLS AND SERVICE

Session V

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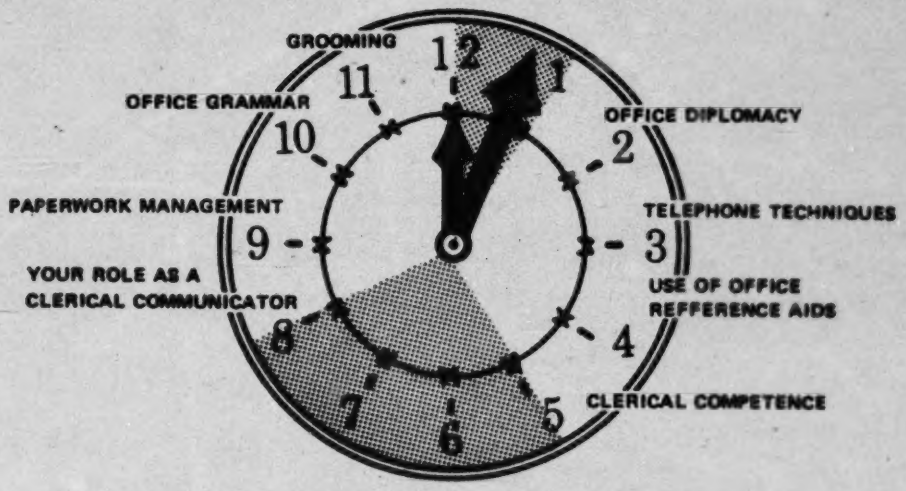
TIME TO IMPROVE YOUR GRAMMAR



SENTENCE SENSE

Directions: Underline and indicate the subject and verb in each of the following sentences.

Subj. Verb
Example: The Director called the meeting for 3 p.m.

1. Jane, the secretary, has been promoted to the Office of Program Planning.
2. Harriet is a very well-groomed secretary.
3. The books, pens, and notebooks were placed on the tables in the training room.
4. The letters should be ready for the morning mail pickup.
5. Bring me the letter as soon as it is finished.

SUBJECT AND VERB AGREEMENT

Directions: Use is or are in the blanks.

1. The secretary, as well as the typist, _____ very dependable.
2. A number of personnel _____ on leave today after the holiday.
3. Your attitude toward your boss and your co-workers _____ important.
4. Neither the secretary nor the typists _____ going to work overtime on the project.
5. Betty is one of the typists who _____always accurate.

SUBJECT AND VERY AGREEMENT

Directions: Indicate the correct sentences. Correct the incorrect ones.

1. The committee on Equal Employment Opportunity are meeting in Room 6475, at 3 p.m.

2. The report, together with the carbon copies, was filed as soon as it was approbed.

3. Many a letter have to be retyped because it has not been carefully proofread.

4. One of the men is attending the meeting at the Department of Labor.

5. The supply of booklets are getting very low.

6. Your dependability and loyalty to your boss is very important.

7. The dtat on the report is completely accurate.

8. Neither Mr. Smith nor Mrs. Adams know who will be selected for the job.

9. Every one of the employees are going to meet the new director at a reception in Conference Room B.

10. The committee have adjourned the meeting and have returned to their offices.

11. Joan is one of the typists who are going to advance rapidly in the clerical field.

This Page Score_____

Previous Page Score+_____

New Total Score_____

53

SUBJECT AND VERY AGREEMENT

Directions: Indicate the correct sentences. Correct the incorrect ones.

1. Enclosed are the reprints and training announcement.
2. Two thirds of the training materials have been mailed to the regions.
3. Neither Betty nor Joan is able to take dictation.
4. A number of people in our office are planning to attend the budget meeting.
5. She is one of the secretaries who are interested in attending the Seminar in Effective English.
6. All the reports are to be collated so they will be ready for tomorrow's meeting.
7. The number of Government secretaries have increased greatly in the past 15 years.
8. Twenty years seem like a long time.
9. Sue, as well as Sharon and Kathy, are always reliable and conscientious about their work.
10. One of the girls is always late getting her work completed.
11. I don't know whom is responsible for the flowers on my desk.

This Page Score _____

Previous Page Score+_____

New Total Score _____

54

ANALYZING ERRORS IN VERBS

Directions: Indicate the correct sentences. Correct the incorrect ones.

1. Have you been laying there all day?
2. I will lie the book on the desk.
3. The flowers have been setting on the desk several days.
4. The committee is not in agreement about the recommended action on vacations.
5. The data on the report is completely obsolete.
6. The news seems to indicate an upward trend in the cost of living.
7. The pond has freezed over so we can skate tonight.
8. The man had sat in the park during the entire storm.
9. Mary is setting at the first table.
10. The picture was hanged in the wrong place.

Directions: Indicate the correct sentences. Correct the incorrect ones.

1. Each of the girls is to get a raise next month.
2. Either John or Jim are to be recommended for the position.
3. A dictionary and the GPO Style Manual is essential in every Government office.
4. The council are going to meet in Room 4792 on Wednesday at 9 a.m.
5. Is the book laying on the desk?
6. The price of food has raised drastically recently.
7. Any one of them is qualified for the award.
8. One of the typewriters are broken.
9. The memorandum is being circulated throughout the bureau.
10. Most of the reports have been typed.

This Page Score_____

Previous Page Score+_____

New Total Score_____

Honorable James R. McLaughlin
United States Senate
Washington, D.C. 20005

Dear Senator McLaughlin:

Thank you for your letter of June 18, 19XX regarding Mr. Marvin H. Collins 7402 Beach Drive Buffalo, New York who are interested in equal employment opportunity in the federal government.

The principal of non-discrimination is part of the Civil Service Act of 1883. For many years efforts has been made to assure that discrimination did not exist. With the establishment of the Presidents Committee on Equal Employment Opportunity by President Kennedy, the approach changed from one of seeking absence of discrimination to one of requiring affirmative action to achieve full equality of opportunity in the Federal government.

Under the Civil Rights Act of 1964, the head of each department and agency was given responsibility for establishing and maintaining a program of equal employment opportunity within their department or agency. The Civil Service Commission as the central personnel agency of the Government were given responsibility for leadership and supervision of the Government wide program.

As part of its nationwide inspection program, the commission reviews and evaluates agency programs. Where either problems or a weakness are identified agencys are required to take corrective actions.

If Mr. Collins is one of the Federal employees who is interested in filing a discrimination complaint he may file a complaint with the Equal Employment Opportunity Officer for his department or agency. The agency will investigate the complaint, give the employee an opportunity for a hearing and decide the case on the basis of the evidence developed. If not satisfied with the decision, he may then appeal to the Board of Appeals and Review, U.S. Civil Service Commission.

Thank you for your interest and concern.

Sincerely,

John M. Harris
Acting Chief

This Page Score _____

Previous Total Score+ _____

56

New Total Score _____

USE OF LIE, LAY, SIT, SET

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To Lie - Means to rest, recline. Takes no object.
To Sit

Present	Past	Past Participle	Present Participle
lie	lay	lain	lying
sit	sat	sat	sitting

Present:

I lie down every day.
You lie down every day.
He, she, it lies down every day.
We lie down every day.
You lie down every day.
They lie down every day.

Past:

I lay down yesterday.
You lay down yesterday.
He, she, it lay down yesterday.
We lay down yesterday.
You lay down yesterday.
They lay down yesterday.

Present Perfect:

I have lain down after lunch lately.
You have lain down after lunch lately.
He, she, it has lain down after lunch lately.
We have lain down after lunch lately.
You have lain down after lunch lately.
They have lain down after lunch lately.

Remember: Objects, as well as people, lie down. Example:
"This rug won't lie flat." "Your book's lying over there."

To Lay - Means to place, put. Takes an object.
To Set

Present:

I lay it there every day.
You lay it there every day.
He, she, it lays it there every day.
We lay it there every day.
You lay it there every day.
They lay it there every day.

Past:

I laid it there yesterday.
You laid it there yesterday.
He, she, it laid it there yesterday.
We laid it there yesterday.
You laid it there yesterday.
They laid it there yesterday.

Present Perfect:

I have laid it there for years.
You have laid it there yesterday.
He, she, it has laid it there for years.
We have laid it there for years.
You have laid it there for years.
They have laid it there for years.

Present Participle: "They are laying the rug right now."

BETTER OFFICE SKILLS AND SERVICE

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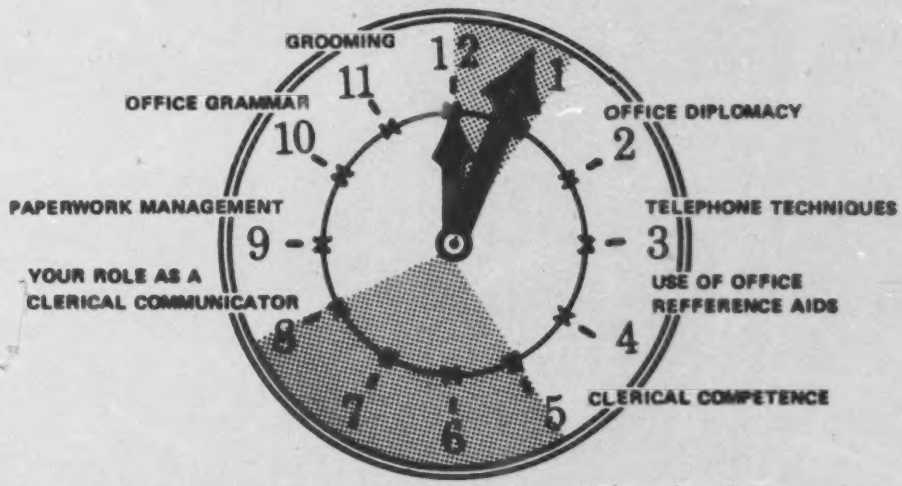
Session VI

SPEND T I M E STUDYING AND REFRESHING YOUR SKILLS
AND STYLE PRACTICES



SPELLING

Anyone can learn to spell correctly. If you habitually misspell, you are not truly seeing words. Correct spelling is principally a matter of remembering what you read. The poor speller should:

1) Keep a good dictionary handy and use it constantly.
2) Write the misspelled word correctly several times.
3) Note the correct pronunciation. Often a word is misspelled because it is mispronounced.
4) Learn the four principles of letter combinations as a general guide to spelling.
5) Look at the word intently. Perhaps you can formulate a special way of remembering the spelling of a particular word. (I.E. Stationery has the er of paper.)
6) Avoid confusing words with the same pronunciation but different meanings and spellings.

Your authority for spelling is Webster's New International Dictionary which has been the Federal Government's guide for almost one hundred years. The GPO Style Manual contains an instructive chapter about spelling.

Here are four principles of letter combinations.

IE, EI RULE

"I before e
Except after c,
Or when sounded as a,
As in neighbor or weigh."

Thus the old jingle teaches us and the rule is as correct today as when you may have learned it as a child. Less musically, the rule tells us

Write ie when pronounced ee, except after c.
Write ei when pronounced a.

1-a. Examples of ie pronounced as long e:

achieve	fierce	niece	relieve
believe	grief	pierce	siege

1-b. Examples of ei after c:

conceive	perceive
deceive	receive

1-c. Examples of ei pronounced as long a:

eight	heir	reign	their
freight	neighbor	sleigh	weight

1-d. Some of the exceptions to the rule:

either, foreign, inveigle, leisure, neither, seize, species, weird

EXERCISE: Supply the missing e and i for each word.

cash_____r	h_____ght	shr_____k
conc_____t	h_____nous	s_____ge
counterf_____t	repr___ve	t____r
d____gn	r_____ns	v___l
f____gn	r____gn	w____ld

FINAL Y RULES

When adding a suffix to a word ending in y, the y may be either retained or changed to i.

2-a. Final y is usually retained if preceded by a vowel.

chimneys gayer joyful obeying valleys

2-b. Final y is retained if the suffix is ing.

accompanying enjoying relaying studying

2-c. Final y becomes i if preced by a consonant (and the suffix is not ing).

ladies holiness dutiful greedily ponies

2-d. Final y is retained before - ship and - like and derivations of baby and lady.

citylike babyish secretaryship

2-e. Some of the exceptions to the rules:

day-daily, lay-laid, pay-paid, say-said, slay-slain

EXERCISE: Add suffixes to each word.

anniversary	duty	jockey
attorney	early	lily
auxiliary	easy	medley
busy	emergency	modify

FINAL E RULE

3-a. Retain the final e before a suffix beginning with a consonant.

amusement	completely	hopeful	immediately
arrangement	hateful	judgeship	lovely

3-b. Drop the final e before a suffix beginning with a vowel:

admiration	hoping	judging	pleasure
guidance	hating	lovable	writing

3-c. A word which ends in ce or ge will retain the e before a suffix beginning with a or o to keep the c or g soft.

advantageous	noticeable	pronounceable
changeable	outrageous	peaceable
manageable	serviceable	traceable

3-d. A word which ends in double e retains both e's unless the suffix begins with an e.

agreed	freer	pedigreed
foreseeable	lessees	seeing

3-e. Common exceptions to the rules:

The acknowledgment was that the ninth argument in the abridgment was truly and wholly awful in their judgment, duly noted.

Also, hoeing, shoeing, singeing, tingeing, acreage, mileage, and gluey, among many others.

EXERCISE: Arrange the following words under the appropriate column.

dining, extremely, guidance, hoping, lately, making, responsiveness, retiring, slimy, whitish

Retain Final e	Drop Final e

DOUBLE FINAL CONSONANT RULE

4-a. When a long vowel sound precedes a final consonant sound, do not double the final consonant before adding suffix

appeal	appealing
exceed	exceeding
precede	preceding
write	writing

EXERCISE: Add suffixes to each word.

shine _____

retain _____

interfere _____

dine _____

4-b. When a short vowel precedes a final consonant sound in a one-syllable word, double the final consonant before adding a suffix.

beg	begged
drop	dropped
bat	batted
hop	hopped

EXERCISE: Add suffixes to each word.

run _____

get _____

4-c. When a polysyllabic word is accented on the final syllable and the final consonant is preceded by a short vowel, double the final consonant before adding a suffix.

begin	beginning
defer	deferred
equip	equipped
prefer	preferred
transfer	transferring

EXERCISE: Add suffixes to each word.

refer _____

omit _____

4-d. When a polysyllabic word is not accented on the final syllable and the last two letters of that syllable consist of a short vowel followed by a final consonant sound, do not double the final consonant before adding a suffix.

cancel	canceled
develop	developing
kidnap	kidnaped
label	labeled
suffer	suffered

EXERCISE: Add suffixes to each word.

offer _____

benefit _____

travel _____

SUMMARY OF
MAJOR SPELLING RULES

Rule #1 -- IE, EI RULE

Write ie when pronounced ee, except after c.
Write ei when pronounced a.

1-a. Example of ie pronounced as long e: achieve

1-b. Example ei after c: conceive.

1-c. Example of ei pronounced as long a: eight

1-d. Exceptions to the rule: either, foreign, inveigle, leisure, neither, seize, species, weird.

Rule #2 -- FINAL Y RULE

When adding a suffix to a word ending in y, the y may be either retained or changed to i.

2-a. Final y is usually retained if preceded by a vowel. (obeying)

2-b. Final y is retained if the suffix is ing. (enjoying)

2-c. Final y becomes i if preceded by a consonant (and the suffix is not ing.) (ladies)

2-d. Final y is retained before - ship and - like and derivations of baby and lady. (citylike)

2-e. Some exceptions: day-daily, lay-laid, pay-paid, say-said, slay-slain.

Rule #3 -- FINAL E RULE

3-a. Retain the final e before a suffix beginning with a consonant. (lovely)

3-b. Drop the final e before a suffix beginning with a vowel. (lovable)

3-c. A word which ends in ce or ge will retain the e before a suffix beginning with a or o to keep the c or g soft. (changeable)

3-d. A word which ends in double e retains both e's unless the suffix beings with an e. (freer)

3-e. Common exceptions to the rules: acknowledgment, ninth, argument abridgment, truly, wholly, awful, judgment, duly, hoeing, shoeing singeing, tingeing, acreage, mileage, and gluey, among many other

Rule #4 -- DOUBLE FINAL CONSONANT RULE

4-a. When a long vowel sound precedes a final consonant sound, do not double the final consonant before adding a suffix. (dine-dining)

4-b. When a short vowel precedes a final consonant sound in a one-syllable word, double the final consonant before adding a suffix.

4-c. When a polysyllabic word is accented on the final syllable and the final consonant is preceded by a short vowel, double the final consonant before adding a suffix. (omit-omitted)

4-d. When a polysyllabic word is not accented on the final syllable and the last two letters of that syllable consist of a short vowel followed by a final consonant sound, do not double the final consonant before adding a suffix. (benefit-benefited)

FORTY FOR THE SORORITY

Directions: If you can spell the following forty words correctly, you will be eligible for membership in the Sorority for Successful Secretaries.

			Ref. No.
1.	believe	_____	_____
2.	receive	_____	_____
3.	thier	_____	_____
4.	frieght	_____	_____
5.	relieve	_____	_____
6.	percieve	_____	_____
7.	neither	_____	_____
8.	obeying	_____	_____
9.	vallies	_____	_____
10.	studing	_____	_____
11.	ladys	_____	_____
12.	dutiful	_____	_____
13.	secretaryship	_____	_____
14.	attornies	_____	_____
15.	payed	_____	_____

			Ref. No.
16.	completly	_____	_____
17.	writing	_____	_____
18.	advantagous	_____	_____
19.	peacable	_____	_____
20.	agreed	_____	_____
21.	judgment	_____	_____
22.	truely	_____	_____
23.	milage	_____	_____
24.	appealling	_____	_____
25.	exceedding	_____	_____
26.	shining	_____	_____
27.	writting	_____	_____
28.	begged	_____	_____
29.	getting	_____	_____
30.	runing	_____	_____
31.	begining	_____	_____
32.	equiped	_____	_____
33.	occurred	_____	_____
34.	referring	_____	_____
35.	transfering	_____	_____
36.	canceled	_____	_____
37.	labeled	_____	_____
38.	travelling	_____	_____
39.	dropped	_____	_____
40.	offered	_____	_____

SPELLING

Homonyms

Directions: Select the appropriate word.

1. The (weather, whether) today is delightful.
2. The typewriter ribbon is too (lose, loose).
3. The (right, rite, write) was presented beautifully.
4. The fiscal report will be distributed (later, latter) this month.
5. (There, Their, They're) report will be studied.
6. Carl Albert is an (eminent, imminent) leader.
7. We would (accept, except) the new pay raise.
8. "Better your spelling," was the main (advice, advise) given to the secretaries.

WORDS EASY TO CONFUSE

affect (influence)
effect (result)

all ready (prepared)
already (Previously)

all together (collectively)
altogether (completely)

ascent (rise)
assent (consent)

born (birth)
borne (carried)

capital (city)
capitol (building)

casual (unimportant)
causal (resulting)

complement (completing)
compliment (praise)

discreet (prudent)
discrete (distinct)

dyeing (coloring)
dying (ceasing to live)

emigrant (departing)
immigrant (arriving)

envelop (to wrap up or in)
envelope (the wrapper)

expose (a revealing)
expose (to reveal)

extant (inexistence)
extent (range)

ingenious (skillful)
ingenuous (naive)

mil (1/1000 inch)
mill (1/1000 dollar)

mucus (the noun)
mucous (the adjective)

peremptory (decisive)
preemptory (seizing)

perquisite (privilege)
prerequisite (requirement)

personal (individual)
personnel (staff)

perspective (view)
prospective (expected)

precedence (priority)
precedents (example)

principal (chief)
principle (fundamental truth)

sometime (formerly)
some time (some time ago)
sometimes (occasionally)

stationary (fixed)
stationery (paper)

CAPITALIZATION

Directions: Capitalize where appropriate.

1. the republican club of nassau county has an office in the governor clinton hotel.

2. the vice president went to national aiport to greet the british ambassador and the prince of wales.

3. six naval captains are expected on friday, the first of may.

4. delegates from the french ministry of foreign affairs will confer with the under secretary and othe officials.

5. the district commissioners will confer with police commissioner hawkins about the rate of juvenile delinquency.

6. apartment 26 has been leased by an attache from the australian embassy for this fall.

7. state and treasury departments are located near the white house.

8. after several hard winters in the northwest, my father moved to the east side of the gulf of mexico.

9. has the chairman read executive order no. 12?

10. buddhists, christians, jews, and moslems attended the conference in chicago heights, illinois.

COMPOUND WORDS

Directions: Compound where necessary.

1. The United States is a major world power
2. He pays one fourth of his income in texes.
3. A T shaped wing will be added to our building.
4. The library is in the sub basement.
5. This is second hand information.
6. Pro Israeli forces are anti Arab.
7. She performs her work in a half hearted manner.
8. Twenty eight hearings have been held this month.
9. The Vice President is expected at six o'clock.
10. The well written speech was well received.

PUNCTUATION

Directions: Properly punctuate the following sentences.

1. Will you please send us three copies of the September 1 memo
2. Have you heard from Mr. Summers this morning
3. The case has been closed and the agent has reported
4. Mr. Ragsdale whom you met last week will help you
5. I will call you at 4 o'clock after the messenger brings the mail
6. James my youngest brother has been visiting me
7. When you get back to the office look up that information and call me
8. We may of course postpone the meeting indefinitely
9. Your letter of June 1, 19XX explains the problem clearly
10. He moved to Salt Lake City, Utah shortly after he graduated
11. The reports are due in the office of the Director Personnel Division by noon Friday.
12. He asked that paper pencils and ashtrays be placed in the conference room
13. The Director publicly commended us for our report however he later asked us to rewrite the conclusion
14. Attending were representatives from Omaha Nebraska Los Angeles California Salem Oregon and San Francisco California
15. The topic of the report is An Appraisal of the Critchley System
16. The decision was obvious we would have to recall all tests until we could recheck them
17. The Williams Building--built it is believed in 1900--was torn down three years ago
18. He described the new procedure as long needed and much appreciated
19. He asked, Do you plan to attend the meeting
20. Could we describe the project as "essentially completed"

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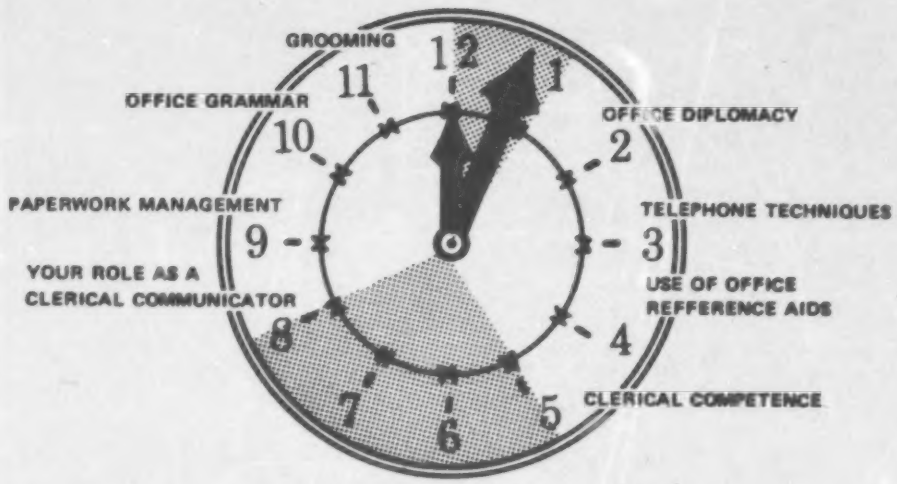
BETTER OFFICE SKILLS AND SERVICE

Session VII

T I M E TO PRACTICE PROPER HUMAN RELATIONS



Directions: Find a different classmate to match with you on each item.

WE ARE ALIKE

1.	Yours	Classmate
1. Color of hair		
2. Size of shoe		
3. Color of clothing		
4. Favorite color		
5. Favorite food		
6. Favorite TV program		
7. Size of parents' family* (small, medium, large)		
8. Size of hometown (small, medium, large)		
9. Month born		
10. Marital status		

*This refers to how many brothers and sisters you have.

DEVELOP YOUR SIXTH SENSE

(Suggestions for Dealing Effectively With People)

Personality Development

1. Be sincerely interested in people
2. Smile
3. Remember names
4. Be a good listener
5. Talk of things interesting to the other person
6. Give the other person a feeling of importance

Diplomacy

1. Avoid argument
2. Respect the other person's opinion
3. If wrong, admit it quickly and emphatically
4. Begin with a point of agreement
5. Let the other person do the talking
6. Put yourself in the other person's shoes

Correcting Without Offending

1. Talk about your own mistakes first
2. Call attention to mistakes indirectly
3. Don't back the other person against the wall
4. Praise improvement
5. Encourage
6. Let the other person save his face.

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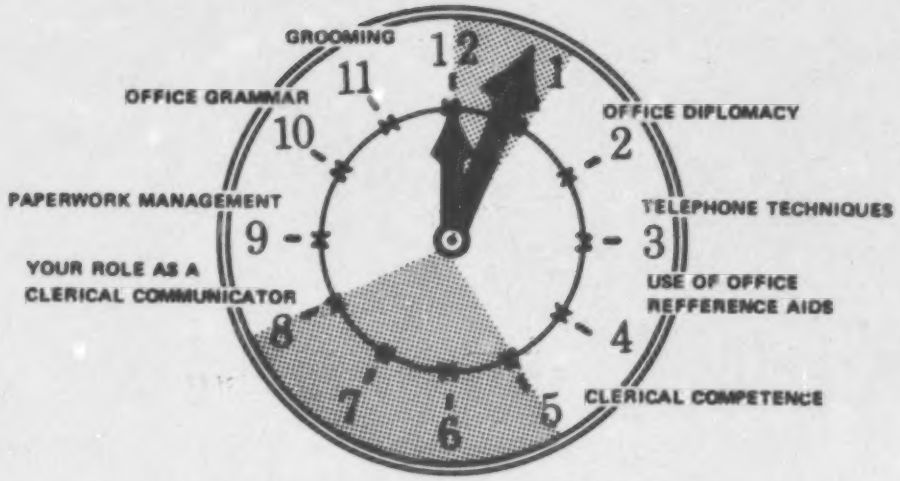
BETTER OFFICE SKILLS AND SERVICE

Session VIII

CLERICAL COMPETENCE ALL THE TIME



THINK IT OUT!

Directions: There are often things you should check before you mail a letter. For instance, in this letter what steps are indicated?

Dear Jim:

I'm making my annual visit to the Midwest and the West Coast next month, and of course I want to spend some time at the Denver Federal Center. My current plans are to fly to Denver on Thursday, January 26. I'll be there in time for lunch and will stay on through the following Monday--hopefully at the Denver Hilton Hotel.

I particularly want to discuss with you Robert Bunker's report on the new housing legislation. I'll send a copy to you in the next day or two--I don't need to tell you that it's highly confidential.

I also would like to talk with you about some new office equipment that is now on the GSA Federal Schedule. We have recently purchased some new equipment that has saved us thrity man hours per week! I am enclosing some brochures and work reports for you to review. I know you are interested in this kind of production increase.

I'll let you know next week exactly what my flight schedule will be.

Sincerely yours,

Fred Brengel

(Idea taken from "Think It Out!" Today's Secretary)

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Directions: You should know how to do simple mathematics--and it's surprisingly easy to get rusty. Can you do these problems? (They were culled from among the more easily forgotten principles of arithmetic.)

1. How far can a jeep travel in 23 hours at an average speed of 48 miles an hour?

2. If an automobile travels 49 miles an hour and an airplane 245, how many times as fast as the automobile is the airplane traveling?

3. Add:

3/7	1/2	2/3	5/6
6/7	1/10	3/5	1/4

4. Multiply:

1/2	3/8	2.75	8.75
1/4	4/5	3	9.5

5. Divide:

7 by 2/5 5/6 by 2/3

6. Reduce each fraction to its lowest terms:

3/9	6/20	6/21	24/48

7. 18 is what percent of 24?

8. If a $35 dress is selling at 20% off, how much will it cost you?

(Taken from "Think It Out!" Today's Secretary

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